

# Delivering affordable warmth IN Salford

Winter 2011 / 2012  
Issue 1



Welcome to the first edition of our Affordable Warmth newsletter. We aim to update you on AWARM activity and what is going on in Salford to deliver Affordable Warmth.

This newsletter is not just for colleagues who refer their clients for the help that is available through the Affordable Access Referral Mechanism, but for all who are interested in knowing what help is available, in Salford, to reduce heating bills and to tackle the blight of fuel poverty.

Please could we ask that recipients of this newsletter, take a moment out of their busy day to forward it on to their colleagues.

## Four million households living in fuel poverty!

The most recent Government figures available show that a million more homes have been pushed into fuel poverty in England. It is estimated that there are **21,495** Salford households living in fuel poverty.

It is now more important than ever to deliver affordable warmth help to vulnerable residents. Help can take the form of improving home insulation, upgrading heating or maximising a household income.



**The Affordable Warmth Access Referral Mechanism (AWARM)** provides a one-stop service, training frontline professionals to identify those in need, then assisting clients to access the help they need to achieve Affordable Warmth.

During the second quarter of 2011 there were 69 referrals made to AWARM. The referrals received came from 28 separate referrers from 19 different organisations/teams. The top five referrers for the quarter are listed below.

Referrer name	Organisation	Number of referrals
Dr L Picardo	Sorell Group Medical Practice	11
Dr K Korla	Irlam Medical Centre	10
Dr Finegan	Sorell Group Medical Practice	9
Dr I Jeet	Lower Broughton Health Centre	7
DR I Balin	Lowery Medical Practice	3

A special mention to Jeanette Monks (SRFT) and Lisa Docherty (SCH Cardio Rehab) for their referrals during quarter one.

During this quarter 110 referrals were closed. The resulting outputs for these cases and the previous quarter are shown below:

Successfully closed cases	Q1	Q2
Loft Insulation & Top up	6	3
Cavity Wall Insulation	6	6
Draught-proofing	3	0
Energy Efficiency Advice	12	14
Warm Front Central Heating	17	8
Fire Safety Check	10	3
Home Repairs	14	4
Benefits Advice	29	7
Debt advice	21	0
Home Visit	29	16
Tariff Info / Change Supplier	21	8

To help vulnerable residents to access the help they need please continue to refer to AWARM. If you would like training on how to refer to AWARM, or would like refresher training contact Stacie Cohen (details below) Making referrals is easy!

Visit [www.partnersinsalford.org/affordablewarmth](http://www.partnersinsalford.org/affordablewarmth) where you can make an online referral.

#### **AWARM Contacts**

AWARM Feedback - Katherine Brooks (0161) 245 7422  
[awarm@manchester.gov.uk](mailto:awarm@manchester.gov.uk)

AWARM Training – Stacie Cohen (0161) 245 7421  
[awarm@manchester.gov.uk](mailto:awarm@manchester.gov.uk)

## New eligibility criteria



The Warm Front scheme, which provides grants of up to £3,500 for heating and insulation improvements, is now accepting applications under its new eligibility criteria.

The scheme is now targeted at people on certain income-related benefits and living in properties that are poorly insulated and/or do not have a working central heating system. You must own your home or rent it from a private landlord.

### **Benefits and financial support**

#### **Eligible customers are all those awarded:**

- Pension Credit or;
- income-related Employment and Support Allowance that includes a work-related activity or support component (this includes contribution based ESA customers in the support group who get an income related top up because they automatically qualify for the enhanced disability premium payable with income related ESA)

#### **And those awarded:**

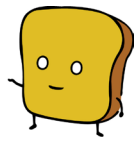
- Income Support or;
- income-based Jobseeker's Allowance, or;
- income-related Employment and Support Allowance in the assessment phase (first 13 weeks of the claim)

#### **Who must also have one of the following:**

- a pensioner premium. or;
- a disability or severe disability premium, or;
- an award of child tax credit that also includes an element for a disabled, or severely disabled child or young person, or;
- a child under the age of five living with you

Please don't forget that it is always better to refer someone for AWARM services, even if you're not sure they are eligible, rather than missing out on an opportunity that they are eligible for!

New Warm Front leaflets with the revised eligibility criteria are now available. To place an order please email to [jane.atkins@carillionplc.com](mailto:jane.atkins@carillionplc.com) and quote leaflet MK764. The maximum order is 200.



## TOASTY SALFORD

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### Mr. Toast is making residents an offer they can't refuse!

Salford City Council is working in partnership with all other Greater Manchester Councils through the 'Get Me Toasty' insulation scheme which was launched locally at the Taste of Salford Garden Party.

The scheme offers home-owners and private tenants **FREE** Cavity Wall & Loft Insulation. Installing both measures could save you up to £250 a year on heating bills. For loft top-ups there may be a small charge of £60. This is the most generous deal ever promoted by council.



### Free draught proofing still available!

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Helping Hands, the minor repair service, offers a draught-proofing service to both homeowners and tenants. The service available includes draught proofing external doors, windows (but not double glazed), letterboxes & keyholes.

Works may be free for residents who are:

- aged over 65 and on a low income
- have a physical or sensory disability or
- are a family on a low income, with a child under 5.

Draught proofing can save **£25 p.a.** on heating bills.

Contact Helping Hands on (0161) 793 9419 or via [www.helpinghandssalford.co.uk](http://www.helpinghandssalford.co.uk)

## Breaking news!

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**The Warm Homes Discount Scheme** provides a **£120 rebate on electricity bill** in winter 2011/12. The scheme is open to groups of customers; the 'Core Group' and the 'Broader Group'.

The Core Group consists of people on the Guarantee element of Pension Credit. To qualify the claimant's name or their partner's name must be on the electricity bill. Residents in the Core Group don't need to do anything, the Department of Work & Pensions have shared data with the energy companies. Therefore, qualifying households will get their rebate paid to them via their electricity account. This payment will be received by the end of March 2012.

The Broader Group criteria are determined by each of the energy suppliers individually and are linked to income and benefits. Vulnerable Households wishing to apply must contact their electricity company directly. Their contact details will be on their fuel bill. These rebates are limited and are on a first come first served basis. Further information on this scheme can be downloaded at: [www.salford.gov.uk/warm-home-discount-scheme](http://www.salford.gov.uk/warm-home-discount-scheme)

For information on Affordable Warmth schemes contact:

Les Laws on 0161793 2264, [leslie.laws@salford.gov.uk](mailto:leslie.laws@salford.gov.uk) or visit [www.salford.gov.uk/energyadvice](http://www.salford.gov.uk/energyadvice)